

CIT Customer Service Report for the Telecommunications Branch



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007 11:59:59 PM

Snapshot Date: 10/1/2007 6:30:06 AM

| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|---------------------------|---------|-----|-----|-------|----------------------------------|-----|-------|--------|-----|-------|----------|
| | DCS | TIS | Web | Other | DCS | TIS | Other | DCS | TIS | Other | To Close |
| Telecommunications | | | | | | | | | | | |
| 10 Digit Dialing | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| Circuits | 3 | 0 | 0 | 7 | 0 | 0 | 5 | 1 | 0 | 4 | 1 |
| Conferencing | 7 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 5 | 3 |
| Coverage | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| DELPRO | 6 | 0 | 0 | 211 | 0 | 0 | 143 | 4 | 0 | 70 | 0 |
| General Info | 32 | 0 | 0 | 14 | 0 | 0 | 15 | 11 | 0 | 20 | 5 |
| New Request/Termination | 8 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 8 | 13 |
| NIH Directory | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Operator Services | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 |
| Phones/Accessories | 35 | 0 | 0 | 107 | 0 | 0 | 21 | 14 | 0 | 107 | 1 |
| Repair | 13 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 12 | 4 |
| Repairs | 42 | 0 | 0 | 342 | 0 | 0 | 50 | 16 | 0 | 318 | 1 |
| Training | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| TSR | 59 | 0 | 0 | 575 | 1 | 0 | 225 | 51 | 0 | 357 | 1 |
| User Change | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Voice Mail | 48 | 0 | 0 | 6 | 0 | 0 | 4 | 39 | 0 | 11 | 5 |
| Voicemail Transfer | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 10 |

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AM

| | | | | | | | | | | | |
|--------------|-----|---|---|------|---|---|-----|-----|---|-----|---|
| Grand Total: | 259 | 0 | 0 | 1270 | 1 | 0 | 473 | 141 | 0 | 914 | 1 |
|--------------|-----|---|---|------|---|---|-----|-----|---|-----|---|

Total Tickets Closed: 1055

Total Tickets Assigned/Pending/Checked Out: 474

Total Tickets Created: 1529